



IWD Training Extended Benefits Kaizen Event Report Out

The High Demand Hoppers

March 22-26, 2010

The Opportunity

The High Demand Hoppers

Paula Keyes



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The High Demand Hoppers

Paula Keyes

- **Carlos Vega**
- **Jenifer Nutting**
- **Paula Keyes**
- **Christina Middleswart**
- **Arlene Franks**
- **Steve Budrevich**
- **Tina Woods**
- **Shannon Archer**
- **Charlotte Miller**
- **Brenda Boten**
- **Denise Aikoriegie, DMACC**
- **Mary Chapman, DMACC**
- **Dennis Schwartz, Facilitator**
- **Ryan Murphy, Team Lead**

Scope

Paula Keyes

- **This event addressed the Training Extended Benefits (TEB) process from when a TEB application is received at the Unemployment Insurance Service Center until TEB entitlement has ended.**

Goals

Steve Budrevich

1. Notify claimants their occupational goal & qualifying separation meet or does not meet criteria within 2 weeks of application receipt
2. Reduce number of non-reports from claimants for school progress by 50%
3. Reduce back log to 0 or 100% by 6 month follow up
4. Reduce overpayments by 50% caused by TEB process



Objectives

Jenifer Nutting

1. Simplify/Streamline the TEB process
2. Improve verbal communication and written correspondence with IWD Field Offices, other UI Service Center staff, training institutions, and claimants
3. Seamless transition from other UI benefit programs to TEB payments
4. Better handling of cyclical volumes
5. More accurate, current, & consistent reporting of participant data (gender, race, age, type of training, by region)
6. Improve mainframe system to pay 2nd benefit year claim
7. Develop or improve use of claimant progress & payment reports (summer school/overpayments)



Kaizen Methodology

Ryan Murphy

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)
- 5S “mindset”--use the steps to support the event activities
 - Sort, Set in order, Shine, Standardize, Sustain



Carlos Vega



Brainstorming

Tina Woods

- Electronic Tracking
- IT Capabilities/ Electronic Processing
- Changes to Eliminate Spreadsheet
- Changes to Application, Forms, & Letters
- Staff & Equipment Closer Together
- Dedicated Staff TEB 100%
- Define Roles
- Educate Field
- Reduce Contact with Applicant
- Reduce Hand-offs (Electronic)

Brainstorming

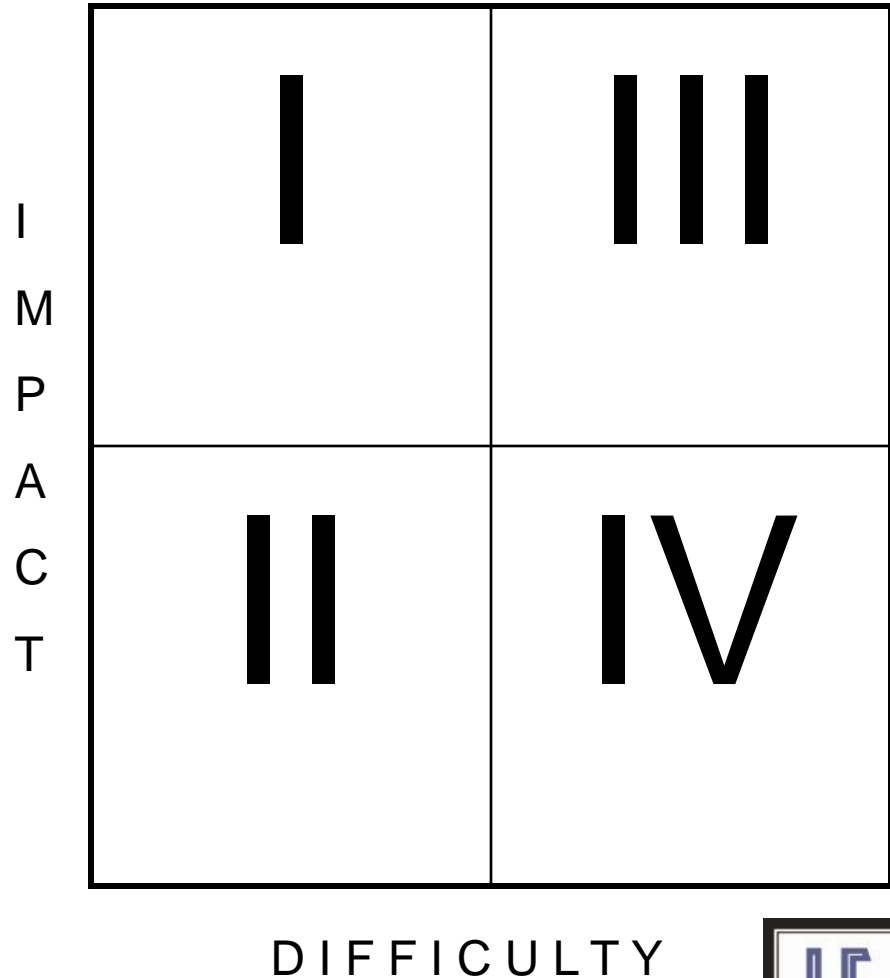
Tina Woods

- Make client more accountable
- Improve Partnerships
- Eliminate Backlog
- Reduce Mail Handling Time
- Automated Reminders/Letters
- Useful Reports from IT
- Cross-training
- Automatic TEB Payments

De-selection Process

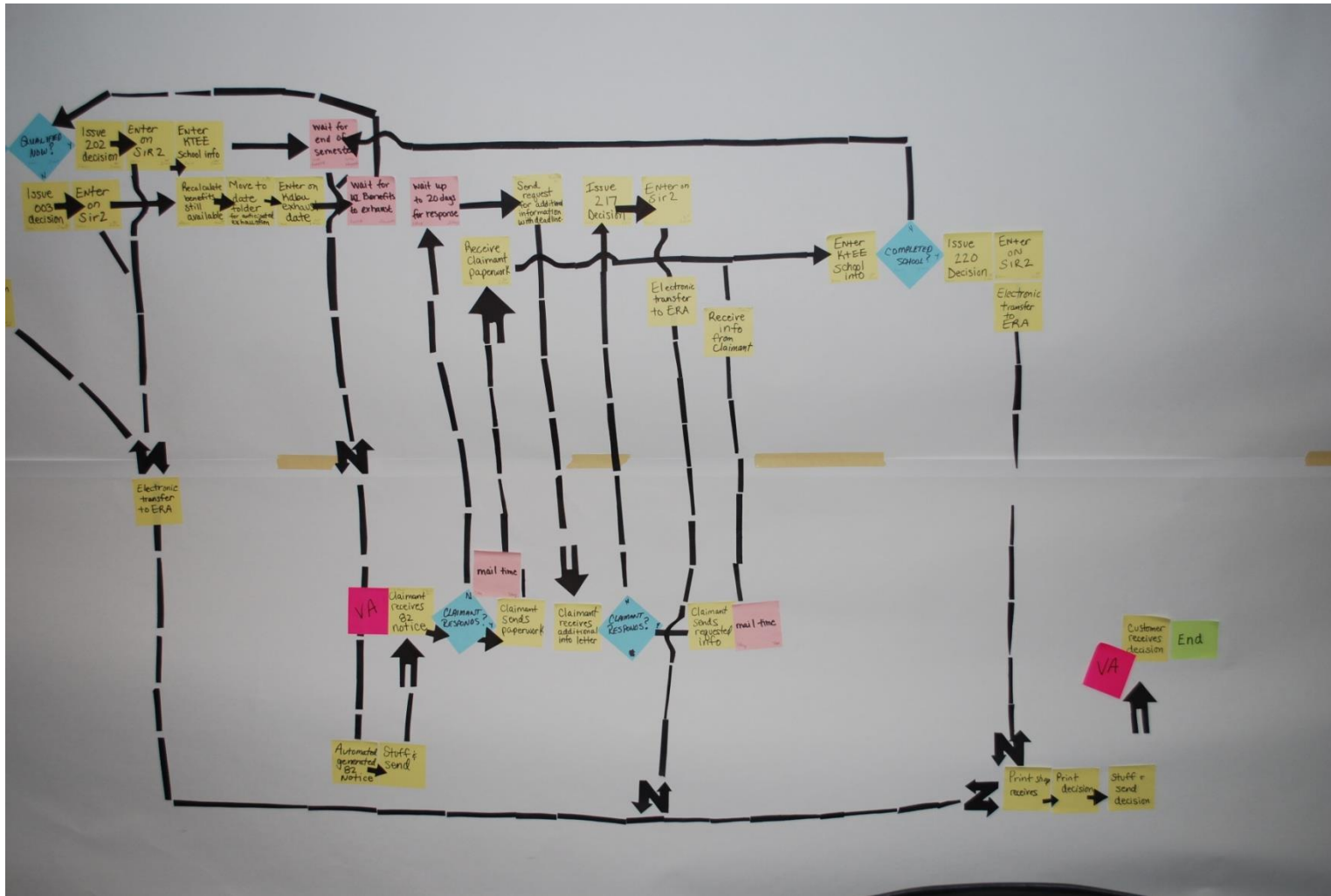
Christina Middleswart

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



New Process

Brenda Boten



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Results

Shannon Archer

	Current	New	% Change
Total Steps	175	43	-75.4%
Total Delays	25	7	-72.0%
Delay Time	BC: 264 days WC: 1,375 days	BC: 197 days WC: 395 days	BC: -25.4% WC: -71.3%
Value Added Steps	3 steps 1.71%	2 steps 4.7%	2.99%
Decisions	26	8	-69.2%
Loop Backs	10	2	-80.0%
Total Handoffs	30	5	-82.0%
Lead Time	BC: 274 days WC: 1,380 days	BC: 214 days WC: 450 days	BC: -21.9% WC: - 66.9%

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Homework

Charlotte Miller

<i>Item #</i>	<i>Homework Items</i>	<i>Person Responsible</i>	<i>Due Date</i>
1	Establish necessary data (why do we need it) for IT generated reports	Jenifer	30 day
2	Have applications faxed to fax server, pdf 2,10	Brenda	30 day
3	Online application 4-9	Carlos	30 day
4	TEB Help Box (Email) 1-6	Christina	30 day
5	Allows us to use PDF modifier Adobe Professional 2-8	Brenda	30 day
6	Provide statistics i.e. # of lowans are using TEB, # of lowans taking specific educational programs ie. RN Classes KTEE screen	Steve	30 day
7	Checklist of priorities 2-6 concerning backlog	Christina/Jenifer	30 day
8	Local offices/uisc fix ui claims problems instead of sending to Jenifer/christina Candice contact SME & Managers in conference call & manual	Christina	30 day
9	Watch BYE for filing of new claim (local, UISC) 2-7 included in the manual & inform SME & Managers in conference call (Candice)	Christina	30 day
10	Attach list of FAQ or make available online 2-7	Christina	30 day
11	Advisors, Associate to sit together 3-9	Brenda	30 day
12	Printers for desks 3-10	Brenda	30 day
13	TEB fax machine or closer 3-10	Brenda	30 day
14	TEB copy machine 3-10	Brenda	30 day
15	Move file cabinet closer 2-7	Brenda	30 day
16	SME conference calls for TEB 1-8	Christina	30 day
17	Give TEB advance notice for presentations to field staff	Christina	30 day
18	Constant updates on SME 1-8	Christina	30 day
19	Have benefit explanation letter on application & 202, dates of consequences combining letters	Jenifer	30 day
20	Website - have expectations laid out 3-7 include FAQ, process, enhance current information on website	Christina	30 day

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Homework

Charlotte Miller

21	Local Offices have a "go to" people that claimant can go to for questions and clarifications. This "go to" person will have full knowledge of TEB program	Carlos	30 day
22	Hold quarterly or semi-annual informational meetings at local offices about TEB 3-7	Christina	30 day
23	Cross Traing Staff	Brenda	30 day
24	Creating revised for 82 notice for GED designation	Christina	30 day
25	Design plan for eliminating backlog	Brenda	30 day
26	Determine what information is available on WKLD	Charlotte	30 day
27	Uitlize IT to pull data 4-8	Steve	60 day
28	Change verbage of the request informing claimant what will occur if they do not respond by this certain date 2-9	Shannon	60 day
29	Educate community colleges about TEB Program & give them the name of the "go to" person @ local office so they know who the can contact with questions. Educate-> either informal persentation or a mailing done with consistent info sent 2-7 Informational Brochure	Carlos/Brenda	60 day
30	Find a decision that is not being utilized that can be used for the 210 typed decisions (Any typed decision) 3-8	Brenda	60 day
31	Add email address to application (claimant's email) 2-7	Tina	60 day
32	Put application information in same order as data entry on computer 2-7	Tina	60 day
33	Clarify start & end dates on application 2-7 (Ex. Bold, Changes Colors, Italicize,)	Tina	60 day
34	Stress need to claimant or local office staff to fully complete application 4-9 (Bold Statement on Application	Tina	60 day
35	Redo online info form 2-7	Tina	60 day
36	Simplify application 2-7	Tina	60 day
37	Separate applications for TEB & DAT 2-9	Tina	60 day
38	Emphasize most important requirements (bold, underline, larger font)2-7	Tina	60 day



Team Member Experience

- **Christina Middleswart**
- **Jenifer Nutting**
- **Carlos Vega**

Comments

- Dennis Schwartz, IWD

**We welcome your
questions and comments!**

